BPR FOR TOTAL WARRANTY RETURN MANAGEMENT: FRAZIER (M) SDN. BHD.

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ABSTRAK

Kertas kerja ini melibatkan kajian kes iaitu Perkayaan Proses Kerja" BPR" ke atas syarikat , Frazier (M) Sdn Bhd. BPR dilakukan dengan mengubahsuai proses perniagaan sekarang. Penggunaan teknologi maklumat dan cara pengurusan Jepun, 5S dan Kanban diterap ke dalam projek ini. Pangkalan data dibina untuk menyimpan data, dan data dapat dikongsi bersama antara bahagian. Methodologi Yourdon digunakan sebagai model rujukan dalam proses pembangunan pangkalan data. Pangkalan data yang dibina dapat menyimpan semua data, dari bahagian permulaan sehingga barangan dihantar keluar dari syarikat. Pangkalan data yang dibina dapat meningkatkan ketepatan data, prestasi dan produktiviti. 5S dan Kanban membantu dalam pengubahsuaian susunan dalam stor. Barangan dipapar dengan lebih teratur dan meningkatkan keselamatan tempat kerja. Penggunaan teknologi maklumat membantu dalam mengurangkan documentasi dan meningkatkan ketepatan data. Kunci kejayaan pengubahsuaian proses perniagaan adalah sokongan dari pihak pengurusan.

ABSTRACT

This is a case study project on the BPR for the Total Warranty Return Management at Frazier (M) Sdn Bhd. The BPR in this project is to reengineer the current process with the usage of information technology, and the Japanese Management system, 5S and Kanban. Information technology involved developing a database for data tracking. Yourdon's Structured Methodology (YSM) has been used as main model structure of system analysis and design. Several system development tools are involved in the process of database development. An Inventory Control database has been created, to link all information together, that provide the date of receiving, RMA number (which is the lot number), AWB, HAWB, total cartons and the status for the whole RMA. The database can be use for receiving and planning area. The database did improve the efficiency and effectiveness of data and information handling. Through automation at certain area, it increased the productivity and fulfill customer requirements. While 5S and Kanban has given a good storage method and safety workplace. BPR is not just using the latest information technology to work on the old business systems. IT only plays the key role in reducing paper work, generating efficiency and accuracy. The support of top management is a key success factor of BPR.

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LIST SHORT FORM

Short from	Description
BPR	Business Process Reengineering
TPR	Third Party Repairing
TPM	Third Party Maintenance
DellAP	Dell Asia Pacific Sdn.
Frazier(M)	Frazier (M) Sdn. Bhd.
DSP	Dell Service Provider
DRCR	Daily Received Conformation Report
RMA	Return Material Authorization
DO	Delivery Order
NFF	Non Fault Found
OEM	Original Equipment Manufacturer
SR	Shipment Requisition
ETA	Estimate Time Arrival
AWB	Air Way Bill
HAWB	House Air Way Bill

CHAPTER 1

INTRODUCTION

Since the early 1960s, computers and information technology have changed the way firms do business and the way they compete strategically. Due to the nature of new business environment and advance in technology, the role of information technology in business process reengineering has been changed from passive tools to active and leading components. However, some operations at certain organization still use the traditional methods.

Those methods may be manual, time consuming, and low productivity, less efficiency and effective. Due to that, business process reengineering or redesign (BPR) is needed. Business process reengineering is not just for large organizations, but be applicable also to department and functional units using team-brainstorming techniques.

IT is not just an assistant but a part of the process. In leading edge practice, information technology and BPR have a recursive relationship, in which they depend on and support each other. (Shrike, 2001).

A database is a collection of non-redundant data which can be shared by different application systems. It stresses the importance of multiple applications, data sharing and the spatial database has become a common resource for an agency (White,2000).

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